Amazon Workspace – Supplier Setup

About

Amazon Workspace VDI uses a locally installed client to connect to the VDI session. This client will be used by all who connect to an Amazon VDI Session. This can be downloaded here: https://clients.amazonworkspaces.com/

Instructions for your users is provided in the document "Logging into your Amazon Workspace". If you have not received this document to pass to your users, please contact the "90_EDS_VIRTUAL_LAB_ADMINS" PDL.

Connections to an Amazon Workspace VDI Session are 100% internet; these connections do not traverse the Deere network like with VMWare View or Xen Desktop.

Action Required

In order for the Amazon Workspace client to successfully communicate with the Amazon endpoints, a supplier may need to open up a few firewall rules. Please refer your supplier's IT Staff to the following article: https://docs.aws.amazon.com/workspaces/latest/adminguide/workspaces-port-requirements.html

Currently, the "US East (N. Virginia)" and "EU (Frankfurt)" region is being used. Unless told otherwise, those are the only ranges that need to be opened at this time.

Questions and Support

For any questions regarding Amazon Workspaces, please contact the "90_EDS_VIRTUAL_LAB_ADMINS" PDL.

For any support issues that require action from the Deere VDI Team, please open a Service Now Incident and assign it to "EDS Virtual Desktop Tier 3". Please note, this should be utilized for issues with the initial setup and not for ongoing issues down the road. Please understand that the support teams may ask that a ticket be created depending on the issue/request.

Please direct your users to call the Global IT Service desk for issues on their end.